

**TennCare Oversight Division of the Department of Commerce and Insurance**

**Prompt Pay Compliance for CoverKids Medical**

---

**Company: Volunteer State Health Plan, Inc (VSHP)**

Attachment A - Performance Guarantee #3 of the CoverKids Contract between the State of Tennessee, Department of Finance and Administration, Division of TennCare (TennCare) and BlueCross and BlueShield of Tennessee, VSHP is required separately to comply with the following prompt pay claims processing requirements:

- If appropriate, pay within fourteen (14) calendar days of receipt ninety percent (90%) of all clean claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.
- If appropriate, pay within thirty (30) calendar days of receipt ninety-six percent 96% of all claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Clean Claims Processed Within 14 Days	All Claims Processed within 30 Days	Compliance
Medical	6/30/2019	94%	99%	Yes
Medical	7/31/2019	92%	99%	Yes
Medical	8/31/2019	92%	99%	Yes
Medical	9/30/2019	97%	100%	Yes
Medical	10/31/2019	90%	99/%	Yes
Medical	11/30/2019	94%	99/%	Yes

**TennCare Oversight Division of the Department of Commerce and Insurance**

**Prompt Pay Compliance for CoverKids Pharmacy claims**

---

**Company: Volunteer State Health Plan, Inc (VSHP)**

Attachment A - Performance Guarantee #3 of the CoverKids Contract between the State of Tennessee, Department of Finance and Administration, Division of TennCare (TennCare) and BlueCross and BlueShield of Tennessee, VSHP is required separately to comply with the following prompt pay claims processing requirements:

- If appropriate, pay within fourteen (14) calendar days of receipt ninety percent (90%) of all clean claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.
- If appropriate, pay within thirty (30) calendar days of receipt ninety-six percent 96% of all claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Clean Claims Processed Within 14 Days	All Claims Processed within 30 Days	Compliance
Pharmacy	6/30/2019	100%	100%	Yes
Pharmacy	7/31/2019	97%	100%	Yes
Pharmacy	8/31/2019	97%	100%	Yes
Pharmacy	9/30/2019	100%	100%	Yes
Pharmacy	10/31/2019	97%	100%	Yes
Pharmacy	11/30/2019	100%	100%	Yes